

GOOD NEWS!



WorkSource Spokane will be changing our job referral process starting on July 1 to better serve you!

What is changing?

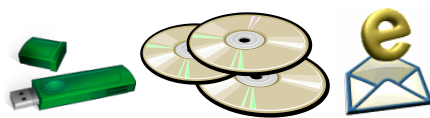
- You'll be required to have an **electronic, targeted resume** in order to receive a job referral from WorkSource Spokane.

Why this change?

- Based on employer feedback, **targeted resumes** significantly increase the likelihood that you'll receive an interview request.

What is an electronic resume?

- A resume, in a MS Word document, that is on a **CD** or a **flash drive** (thumb drive) **or** one that you can **e-mail** to one of our employment specialists helping you with the referral.



What is a targeted resume?

- A resume that shows that your skills, experience and education *specifically* match what the employer is looking for in their job posting.

What if I don't have an electronic, targeted resume yet?

- If you need a computer, we have many you can use in our center.
- If you need help creating a resume, our staff wants to help you.
- If you have questions, please ask a WorkSource Specialist.

| Job Order Requirements: | A Targeted Resume would say: |
|---|---|
| Must have excellent customer service skills | Spent 2 years working the customer service desk for a major domestic airline; duties included refunding fees, finding lost luggage, arranging alternate reservations for cancelled flights, upgrading reservations when necessary and responding to complaints. |
| Must be proficient in Microsoft Office for report generation, spreadsheet creation and development of presentations | Completed many word processing projects including lecture notes, exam preparation and correspondence; developed automated systems and processes utilizing Excel and Access to efficiently manage client accounts. |
| Must have 5 years experience in automotive repairs | Worked as an Auto mechanic for ABC Automotive (March 1999 – April 2007) repairing domestic model cars and trucks, diagnosing problems, changing oil and filters and performing lube work, brake relining and realignment. |

Helpful Resume Tips for Making Your Own Targeted Resume:

1. **Study the advertisement for the position carefully.** Make a note of all the requirements for the job, both professional and educational, and make note of any skills or traits that the company seems to value, such as *excellent customer service skills*.
2. **Create an 'Objective' for your resume.** Your objective should be targeted to the specific job you're applying for, such as "Seeking a position as a Route Driver in the transportation industry." Be sure that you change your objective based on each job title and job description for which you are applying.
3. **Use a 'Professional Skills' section.** List the specific skills you have that are also listed in the job ad and any preferred qualifications you have. This section can include technical skills, such as proficiency with a certain *computer* program, or interpersonal skills, such as excellent customer service skills. List the skills that are most relevant to the job you're applying for.
4. **Create a 'Professional Experience' section.** This section will list your past job positions. For each position, list your title, the company's name, the location, your dates of employment and three to five bullet points that explain your main duties and responsibilities you had on the job. These should also be targeted to the specific job you're applying for. For example, if you worked as a manager in a restaurant and are now applying to work as an *office manager*, you should focus on your responsibilities managing the employees, handling the budget and satisfying customers (rather than your responsibilities helping out the cooks, assisting the dishwasher and other tasks not relevant in an office job).
5. **List your education in an 'Education and Training' section.** Include degrees you've received, and the university, location and date you received each degree. Also, list any professional training you've received that's relevant to the position you're applying for. For example, if you're applying for a job as a *salesperson*, you might list a workshop you completed in customer relations. However, you most likely wouldn't list a diving class you took. On the other hand, if you're applying for a position as a *lifeguard*, you should list the diving class, but not the customer relations workshop. To summarize, make sure the training is relevant to the position before you list it on your resume.
6. **Write concisely.** Use strong adjectives and verbs to describe your skills in the least amount of words. A targeted resume should be limited to one page and every word should be written in an attempt to obtain an interview. Be sure that the tone and appearance of your resume is as professional as possible.